Critical Incident Stress Management (CISM) Process

Critical Incident Occurs Manager, Supervisor, or Human Resources Representative calls ComPsych 24-hour toll-free line PERTINENT INFORMATION Speaks with GuidanceConsultant[™] Description of event Customer contact information (GC) who triages to CISM unit • Number of employees directly involved CISM coordinator initiates case CISM coordinator determines if on-site intervention is necessary On-site required **On-site not required** Employees may contact EAP for CISM coordinator contacts local CISM provider to arrange support debriefing(s) ComPsych offers supportive CISM provider schedules individual outreach to affected individuals EAP sessions as needed CISM coordinator follows up with employer contact regarding satisfaction and additional services CISM coordinator provides ongoing management consultation as needed to affected individuals ComPsych follows up